



# The Connected University Update

17 September 2019

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A TRADITION OF  
INDEPENDENT  
THINKING



University College Cork, Ireland  
Coláiste na hOllscoile Corcaigh

# AGENDA

Envisioning Success!

1. Student Hub Update
2. Service Redesign Update
3. Systems Update
4. Insider Insights
5. Connect Forum

# ENVISIONING SUCCESS

## THE CONNECTED UNIVERSITY OBJECTIVES:

- Upgrade, modernise and integrate **student data records and management systems** to provide an efficient and effective administration service to staff and students.
- Create a **central, accessible, modern space** for staff and students that promotes connection and collaboration in the new Student Hub building.
- Enhance the student experience by **transforming student service delivery** to optimise services to students

## WHAT WILL SUCCESS LOOK LIKE IN DECEMBER 2019...?



BETTER EXPERIENCES FOR STUDENTS & STAFF



BEST USE OF SPACE, SYSTEMS & SERVICES



BECOME A DATA DRIVEN ORGANISATION

# 1. STUDENT HUB: TIMELINE UPDATES

## ➤ Q3 – Q4 2018

- IT software & IT /AV hardware requirements gathering & selection

## ➤ 01 March 2019

Updated construction schedule finish date

## ➤ March – May 2019

Internal Fit Out, Testing of Systems, Training for staff/Hub induction

## ➤ May 2019

Most likely building move/opening, after 2019 exams

# 1. STUDENT HUB: IMAGINING THE STUDENT HUB

- It will be a **transformative space** that facilitates teamwork, innovation, and creativity in a learner-led environment.
- It will be a **connective space** that is interactive, flexible, and fun, and is adaptable to current and future learning and support needs.
- It will be a **supportive space** that respects, protects, inspires, and promotes our diverse community of students and staff in an inclusive and meaningful manner.

Student's Union Space...?



# 1. STUDENT HUB: A BRIEF OVERVIEW OF THE PROJECT

## Where?



## How?

O'DONNELL + TUOMEY

International best practice

Extensive consultations

Maintaining heritage

Inclusivity

Sustainability

## Who?



STUDENT  
CENTRAL

Teach  
Learn



# 1. STUDENT HUB: THE SPACES IN THE HUB



- Room Bookings
- Calendar of Events
- IT/AV needs



**04 Sept Site Visit: Positive feedback from staff**



# 1. STUDENT HUB: FEEDBACK FROM THE SITE VISIT

## These are few of your favourite things....

- ✓ "Great to actually experience the new space - get an early sense and feel of the place"
- ✓ "Seeing the physical layout at a more advanced stage of completion and sensing that it is almost a reality"
- ✓ "Just really appreciate the opportunity to see the space and visualise working there in future - helps with change"
- ✓ "Being located on Main Campus - being part of the Hub and being connected to staff and students geographically and to part of this exciting new development in UCC"
- ✓ "It's a nice new building and the design is great"
- ✓ "I like that the old building can still be seen"
- ✓ "Exposed stone wall in market place!"
- ✓ "Wonderful space for SU right in the heart of things. Puts students front and centre. Good light. Light funnels from the roof"
- ✓ "It was lovely to meet the others. I love the lay out of the building. It will be superb!"
- ✓ "The Market Hall is very impressive"

## 2. SERVICE REDESIGN: Student Central @ The Hub Plan to Dec 2018



- Recruitment underway for new two staff members
- Three staff members will be in place in November 2018



- Training Needs analysis
- Systems training and SOPs



- Initial Project on Knowledge Base
- Current Student Web Enquiry Form - 'other'

# 3. SYSTEMS: 2018 – Procurement

## July – November

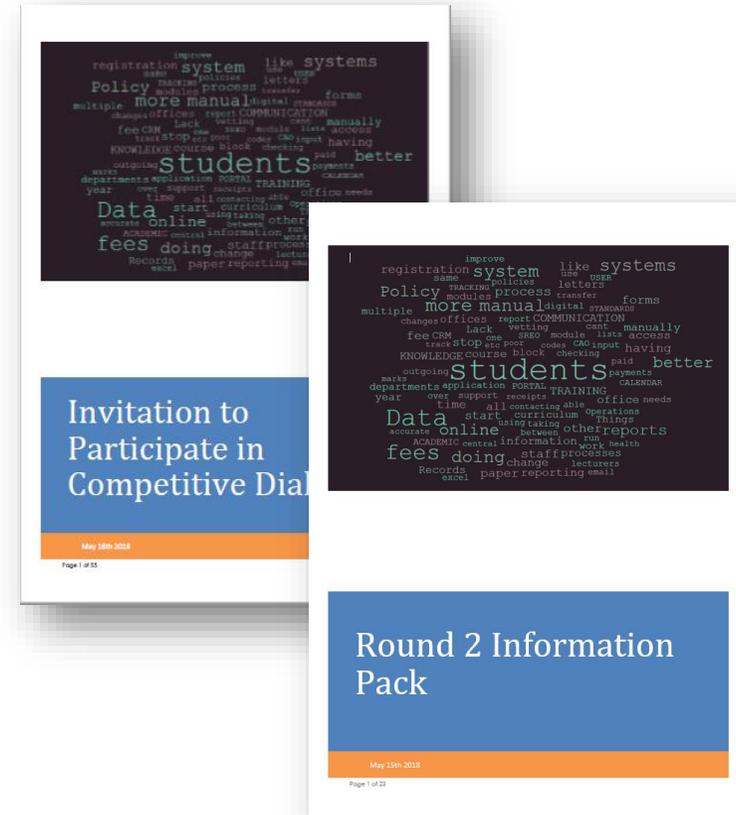
- 3 X Rounds of Competitive Dialogue
- 2 Completed. 1 remaining.
- 70+ UCC Subject Matter Experts.

## December - January

- Issue final set of requirements.
- Review tender responses.
- Commercial negotiation.

## March 2019

- Preferred supplier will be appointed.



# 3. SYSTEMS: Round 3 Competitive Dialogue Pack

WHATIF? WHAT  
WHATWHATIF? IF?  
IF? WHATIF?



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101011101010  
1010UCC1001  
011010100101  
001010101010
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**UCC SCENARIOS**

**UCC PERSONAS**

**UCC DATA**

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ROUND 3 PACK TO BE RELEASED TO SUPPLIERS ON OCTOBER 15<sup>th</sup>.

ROUND 3 DIALOGUE WINDOW NOVEMBER 19<sup>th</sup> to NOVEMBER 30<sup>th</sup>.

# 3. SYSTEMS: 2018 – Round 3 Procurement (Personas)



**SUE SMITH**

**ROLES**

- PG Admissions User (International)
- Income Generation Group Member
- Agent Supervisor

## Core Needs & Business Goals

1. Optimise the international applicant journey.
2. Remove paper from business processes.
3. Reduce the level of manual intervention.
4. Provide better support for research students.
5. Maximise return on recruitment events.

## Frustrations/Pains/Needs

1. Application pipeline and conversion rate is hard to access.
2. Lack of support for multiple start dates.
3. No oversight or support for Agents.
4. No visibility on supervisor and student engagement.
5. Lack of automated workflow.

	Key Performance Measures (Things I really need to know)	Daily Tasks (I always have to....)	Cyclical Tasks (Once a year/semester I must...)	Occasional Tasks (I may need to...)
Recruitment, Admission, Registration, & Fee Payment	<ul style="list-style-type: none"> <li>• Application Statuses for NON-EU applicants.</li> <li>•NON-EU Applicants per programme.</li> <li>• Ration of Agent Sourced Applications: Registered Students</li> <li>• Fee Income generated NON-EU</li> </ul>	<ul style="list-style-type: none"> <li>• Review applications.</li> <li>• Record equivalences.</li> <li>• Issue &amp; Withdraw Offers</li> <li>• Set Discounts &amp; Scholarships</li> </ul>	<ul style="list-style-type: none"> <li>• Open programmes for application.</li> <li>• Close programmes for application.</li> <li>• Organise Recruitment Events.</li> <li>• Nurture Applicant.</li> <li>• Invite Students to Register.</li> <li>• Review Agent Performance.</li> </ul>	
Curriculum Management, Examinations, Progression, Graduation, & Alumni	<ul style="list-style-type: none"> <li>•PhD Retention, Progression and Completion.</li> </ul>	<ul style="list-style-type: none"> <li>• Process intention to submit.</li> <li>• Thesis submission.</li> <li>• Process Leave of Absence.</li> </ul>	<ul style="list-style-type: none"> <li>•Arrange <i>Viva</i> and External Examiner.</li> </ul>	<ul style="list-style-type: none"> <li>• Review Recruitment Statement for New Programme.</li> </ul>
Student facing Services		<ul style="list-style-type: none"> <li>•Advise prospective and current students on application processes, entry criteria, deadlines etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Connected applicant with potential supervisor.</li> <li>• Attendance Monitoring</li> </ul>	

# 3. SYSTEMS: 2018 – Round 3 Procurement (Personas)



**PETER COLMAN**

**ROLES**

- Academic User
- Programme Director
- Member of Mitigation Committee
- PhD Supervisor

## Core Needs & Business Goals

1. Review programme applications.
2. Make curriculum changes.
3. Return Marks.
4. Generate Departmental Broadsheet
5. Review Mitigation Request.

## Frustrations/Pains/Needs

1. Too much time on Admin, no time for research!
2. Internal Exam Boards.
3. Application processing is too manual & paper based.
4. Don't know where my curriculum changes are.
5. Stacks of paper for mitigation reviews.

	Key Performance Measures (Things I really need to know...)	Daily Tasks (I always need to...)	Cyclical Tasks (Once a year/semester I must...)	Occasional Tasks (I may need to...)
Recruitment, Admission, Registration, & Fee Payment	<ul style="list-style-type: none"> <li>• Application Statuses for my Programme.</li> <li>• No of Application for my Programme.</li> <li>• Ratio of Applications: Registered Students.</li> <li>• FTEs on my Programme.</li> <li>• Fee Income generated by my programme.</li> </ul>	<ul style="list-style-type: none"> <li>• Generate a class list.</li> </ul>	<ul style="list-style-type: none"> <li>• Review applications.</li> </ul>	
Curriculum Management, Examinations, Progression, Graduation, & Alumni	<ul style="list-style-type: none"> <li>• No of changes made to programme.</li> <li>• Status of module/programme changes.</li> <li>• My programme progression rates and grade distribution.</li> <li>• Accreditation monitoring.</li> </ul>		<ul style="list-style-type: none"> <li>• Return Marks</li> <li>• Introduce Module Changes.</li> <li>• Define and Create Assessment Types.</li> <li>• Review external examiner report.</li> <li>• Generate departmental broadsheet</li> <li>• Review mitigation requests.</li> <li>• Change Reading Lists.</li> </ul>	<ul style="list-style-type: none"> <li>• Retire Module</li> <li>• Appoint new External Examiner.</li> <li>• Update Pass and Progression Rules</li> <li>• Create an Exit Award</li> <li>• Set Co-Reqs/Pre-Reqs</li> <li>• Invite Alumni as guest lecturer.</li> <li>• Update Recruitment Statement.</li> </ul>
Student facing services			<ul style="list-style-type: none"> <li>• PhD Supervision</li> <li>• Attendance &amp; Participation Monitoring</li> </ul>	

# 3. SYSTEMS: 2018 – Round 3 Procurement (Personas)



TIM LUCEY

## ROLES

- 2nd yr Med Student.
- Off-Campus
- Quercus Scholar.
- SUSI Applicant.

## Core Needs & Business Goals

1. Do my admin anytime, anywhere and on my phone!
2. Take control of my data and records.
3. Know and adhere to deadlines, rules etc.
4. Enjoy the UCC experience.

## Frustrations/Pains/Needs

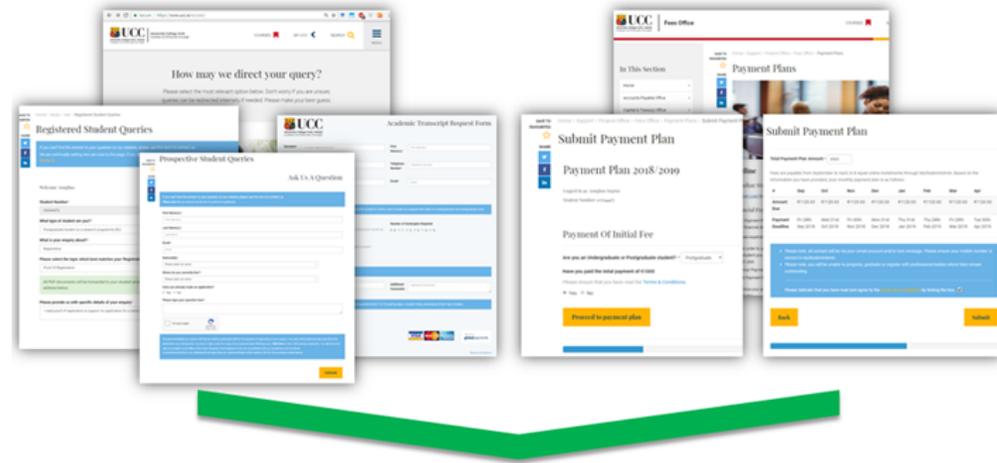
1. Travelling from Brookfield\CUH to join a queue!!!
2. Understanding my Fee Account.
3. Understanding my Timetable.
4. Loosing my ID Card.
5. Space in the Library.

	Key Performance Measures (Things I really need to know)	Daily Tasks ( I always have to...)	Cyclical Tasks (Once a year/semester I must...)	Occasional Tasks ( I may need to....)
Recruitment, Admission, Registration, & Fee Payment	<ul style="list-style-type: none"> <li>• How much do I owe?.</li> <li>• When must I register?</li> <li>• What is my timetable?</li> </ul>	<ul style="list-style-type: none"> <li>• Check my Timetable.</li> <li>•Download notes from the VLE.</li> </ul>	<ul style="list-style-type: none"> <li>• Agree to UCC rules and regulations.</li> <li>•Apply for Quercus Scholarship</li> <li>•Register On-Line</li> <li>•Pay Fees</li> <li>•Pay Library Penalties</li> </ul>	<ul style="list-style-type: none"> <li>•Change Module registration.</li> <li>•Request a Payment Plan.</li> <li>•Join a Club or Society</li> </ul>
Curriculum Management, Examinations, Progression, Graduation, & Alumni	<ul style="list-style-type: none"> <li>• Where do I rank in the class?</li> <li>• What are my Semester 1 results?</li> <li>•What are my end of year results?</li> <li>•What is my overall grade?</li> <li>•What did I get last year?</li> </ul>		<ul style="list-style-type: none"> <li>• Apply for Mitigation.</li> <li>•Submit course work.</li> </ul>	<ul style="list-style-type: none"> <li>• Understand my pass and progression rules.</li> <li>• Check my module choices.</li> <li>• Purchase new lab-coat.</li> <li>•Pay Exam Repeat Fees.</li> <li>•Go on Placement.</li> </ul>
Student facing services	<ul style="list-style-type: none"> <li>• What is the status of my enquiry?</li> </ul>			<ul style="list-style-type: none"> <li>• Request a Transcript</li> <li>• Qualification Statement</li> <li>• New ID Card</li> <li>•Diploma Supplement</li> <li>•Put Credit on my Smart Card</li> </ul>

# 3. SYSTEMS: Digital Student Hub v1.0 - 2018

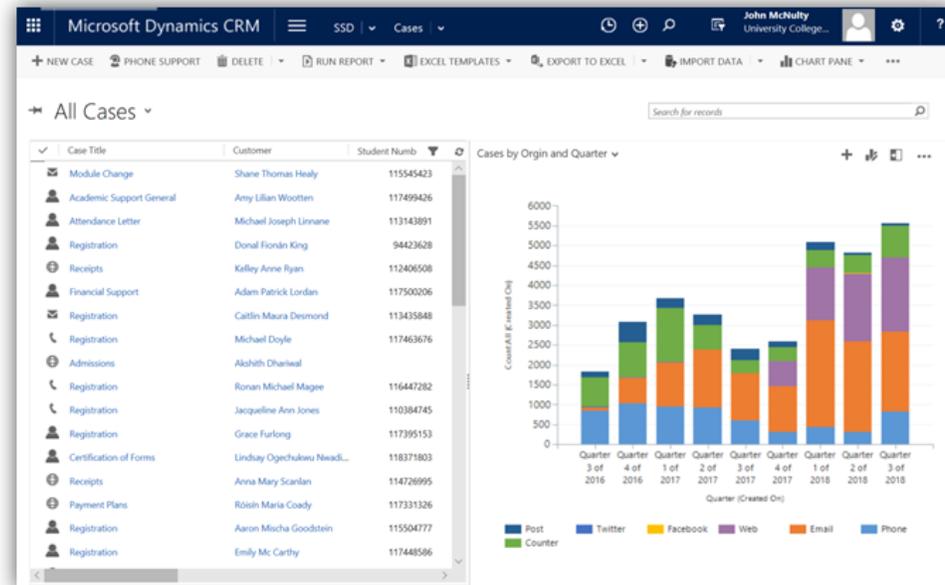
## Now online:

- Applicant Enquiries
- Student Enquiries
- Transcript Orders
- Payment Plan Applications



## Coming very soon...

- Knowledge Base
- Self-Service
- Student on a Page



# 4. INSIDERS INSIGHTS UPDATE

Insider Insights Information Session  
26 September, Creative Zone: 3 -4pm

## Insider Insights

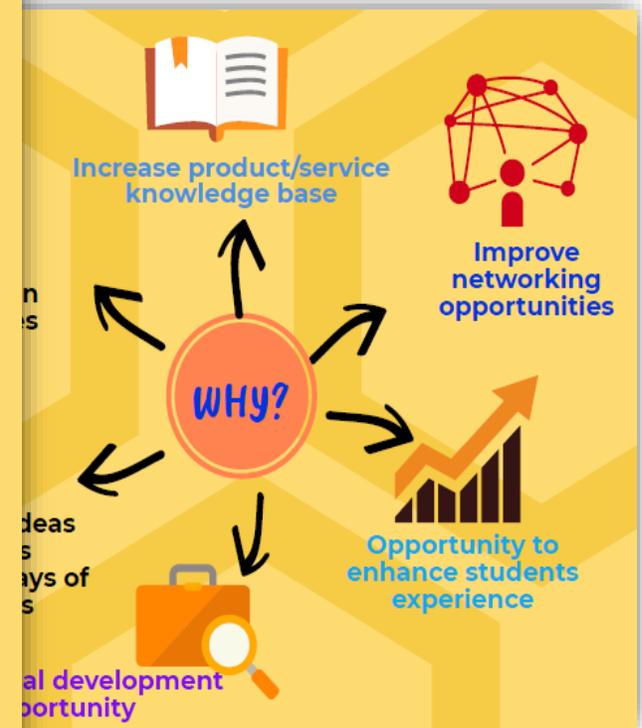
WORK SHADOWING

A work-shadowing pilot to enable staff across the Registry, Fees and Student Experience to learn about specific work process or activity within other offices.



A vertical infographic detailing five steps of the Insider Insights process, each in a different colored band with an icon and text:

- STEP 01** INITIAL DISCUSSION WITH MANAGER (Icon: Group of people)
- STEP 02** CONTACT THE HOST SERVICE (Icon: Magnifying glass)
- STEP 03** AGREE OBJECTIVE & SET DATES (Icon: Calendar)
- STEP 04** WORK SHADOWING! (Icon: People at a table)
- STEP 05** REFLECTION & LEARNING (Icon: Open book)



## 5. STUDENT CONNECT FORUM

A lot was spoken about students but what are you doing about getting student feedback and involvement on the project to ensure the student voice is front and central?

- Will be comprised of students representing different nationalities, years and modes of study to harness the diversity of the UCC student voice.
- Is a partnership with the Students' Union
- Will provide a student perspective on all aspects of the Connected University Programme

# THANK YOU!

- Suggestion Box is always open & updates will be posted on <https://www.ucc.ie/en/registrar/theconnecteduniversity/>
- Any Questions?